

Symantec**Vision**2006



The Business Value Of Archiving Solutions

Executive Briefing

State of Arkansas

Lou Zeidman
Manager Of Enterprise Messaging Solutions
3/14/07

Agenda

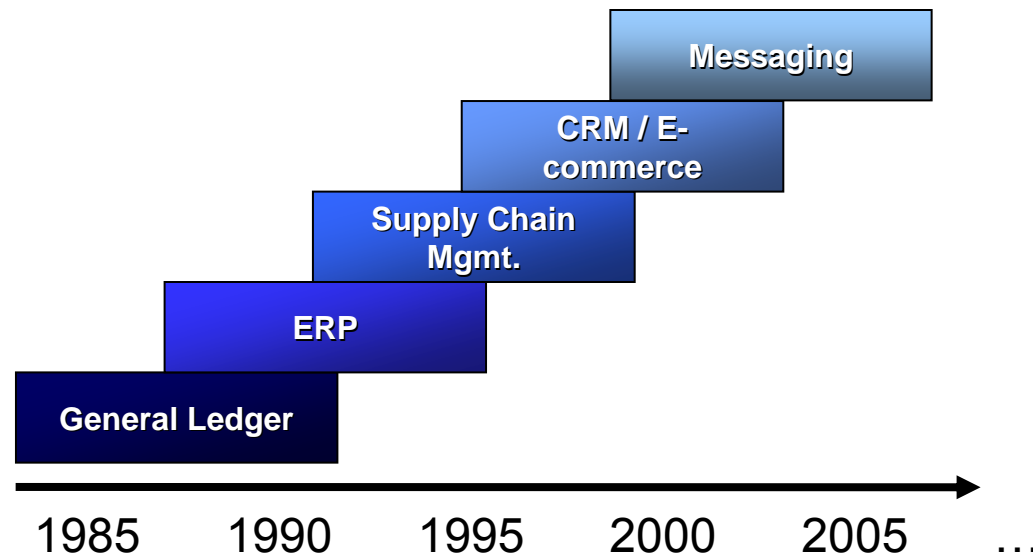
- 1 **Email Headaches**
- 2 **Enterprise Vault 7.0**
- 3 **Cedars-Sinai
Deployments and Experiences**
- 4 **EV Product Review**



Email is Mission Critical and Growing

Email has become the primary medium for how we communicate. The consequence is that email has become a de facto record repository.

CIO Magazine, Jan 2005



75%

Of A Typical Company's Intellectual Property Is Stored In Email

De Facto Storage

79%

Of Companies Accept Email As Written Confirmation Of Transactions

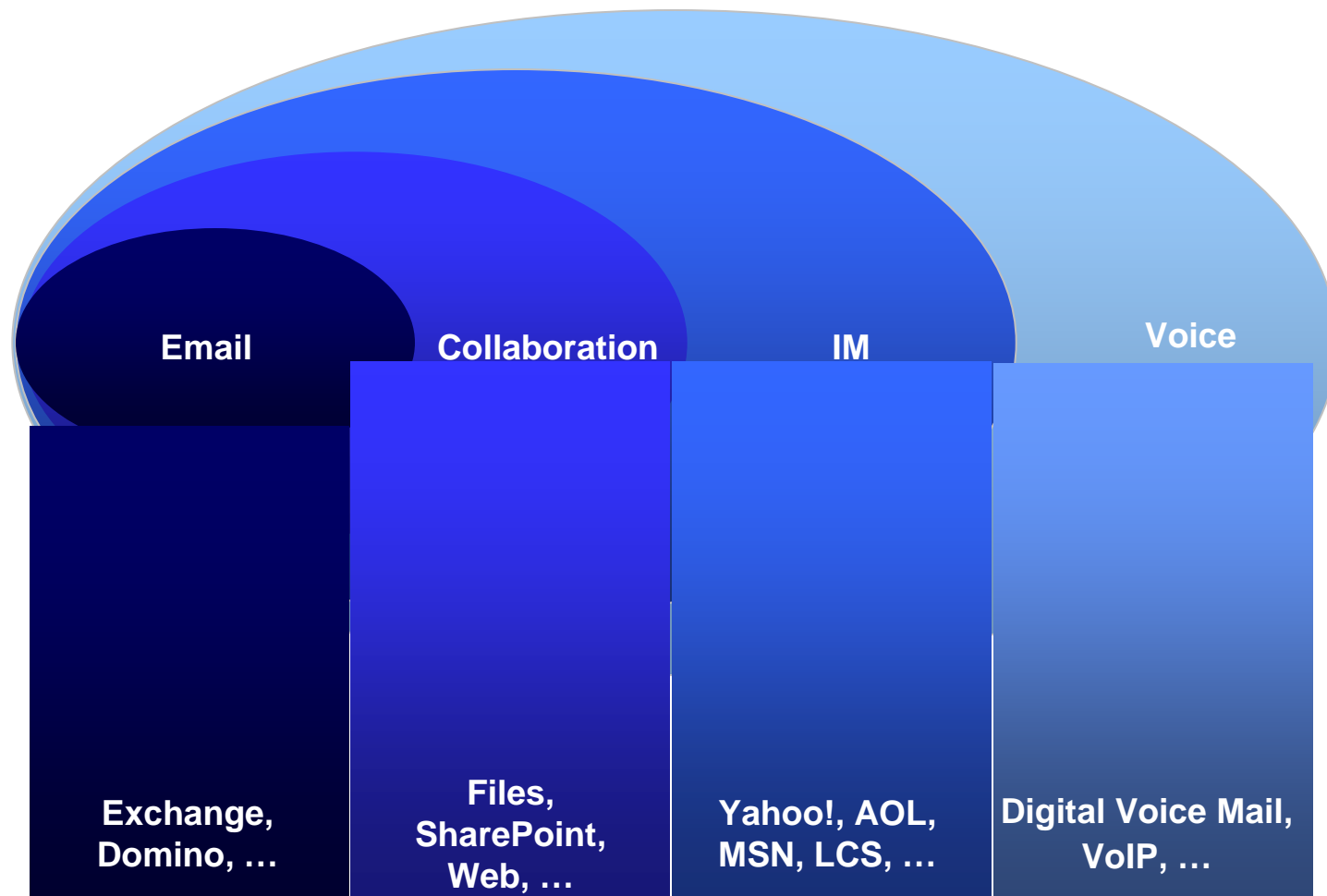
Business Records

75%

Of Fortune 500 Litigation Involves Discovery Of Email Communication

Smoking Gun

Scope of Information is Expanding



Challenges

- ▶ **Electronic information is exploding**
 - Business email growing **25–30%**
 - Attachment sizes growing
- ▶ **Email is critical**
 - Email is **75%** of corporate IP
 - Email is in **75%** of corporate litigation
 - **60-75%** of email is spam
- ▶ **Compliance and Discovery impacts IT and Business**
 - Complex retention requirements
 - Increase **Cost**
 - Increase **Risk**
- ▶ **Email is under attack**
 - Over **60%** of Email is spam
 - Over **80%** of viruses are via Email



Email has become the primary medium for how we communicate. The consequence is that email has become a de facto record repository.

CIO Magazine, Jan 2005

We Look For Malicious Threats At The Gateway

Mail Gateway

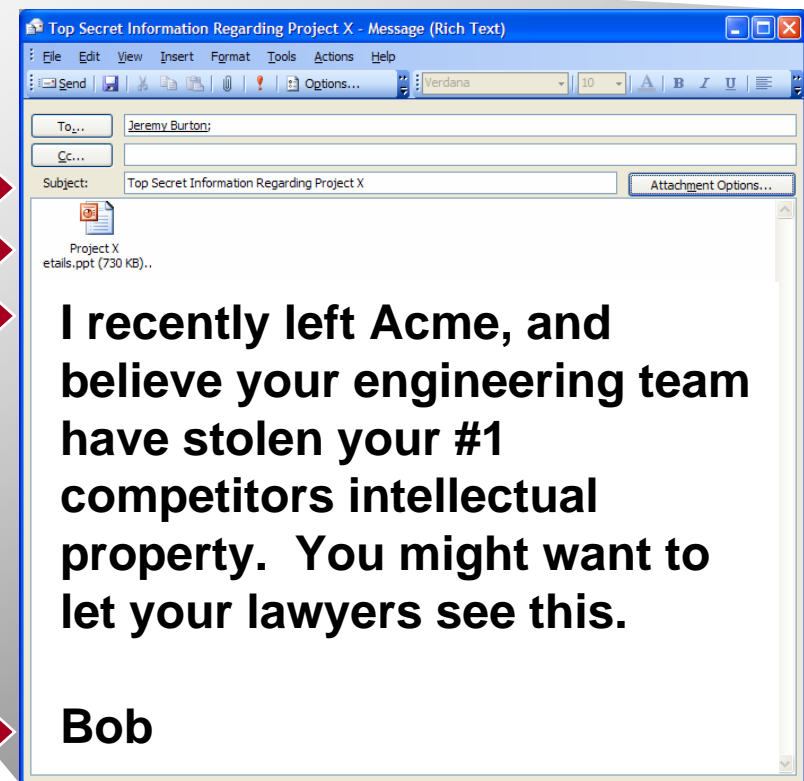


Spam ?

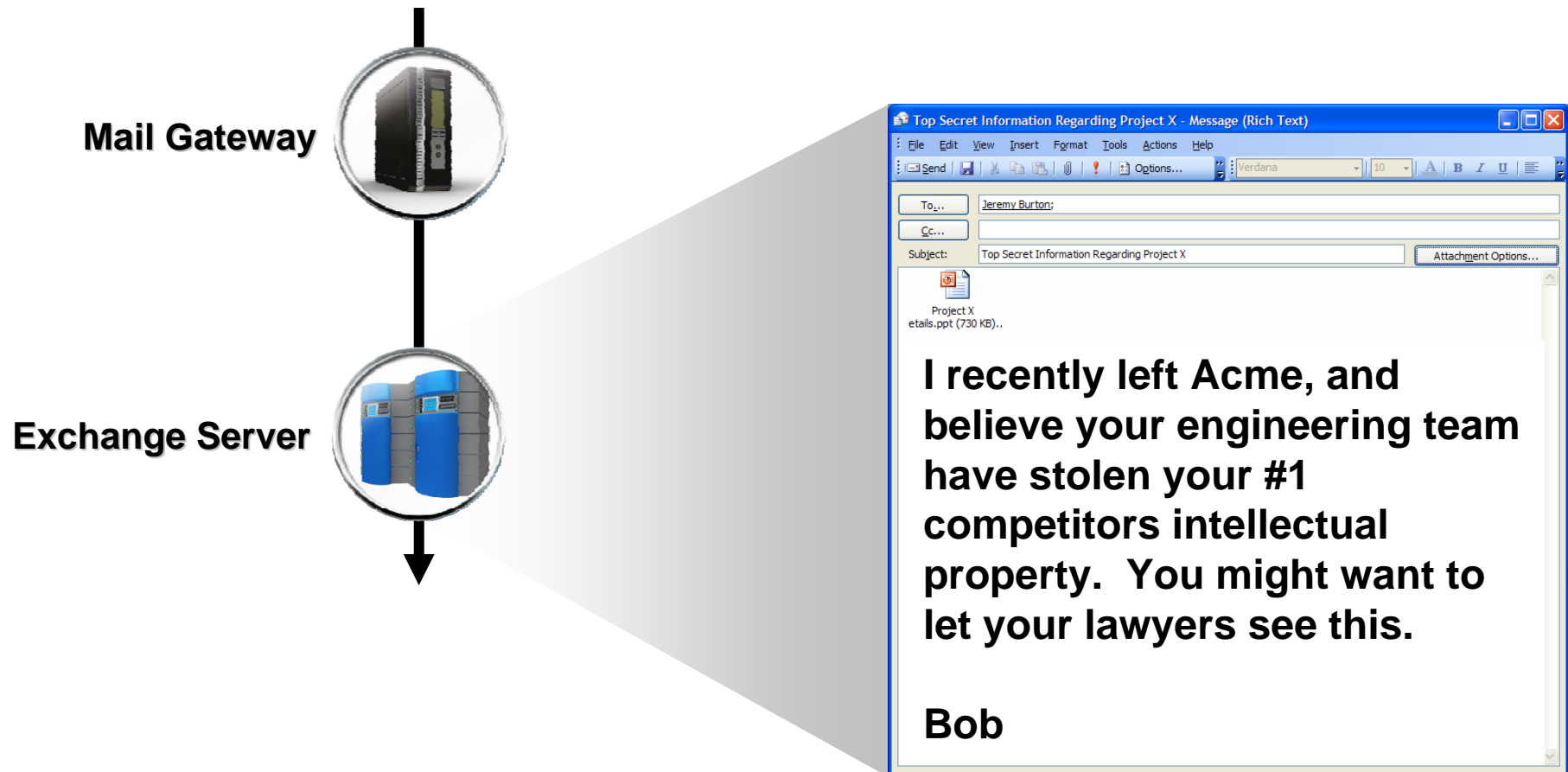
Virus ?

Spam ?

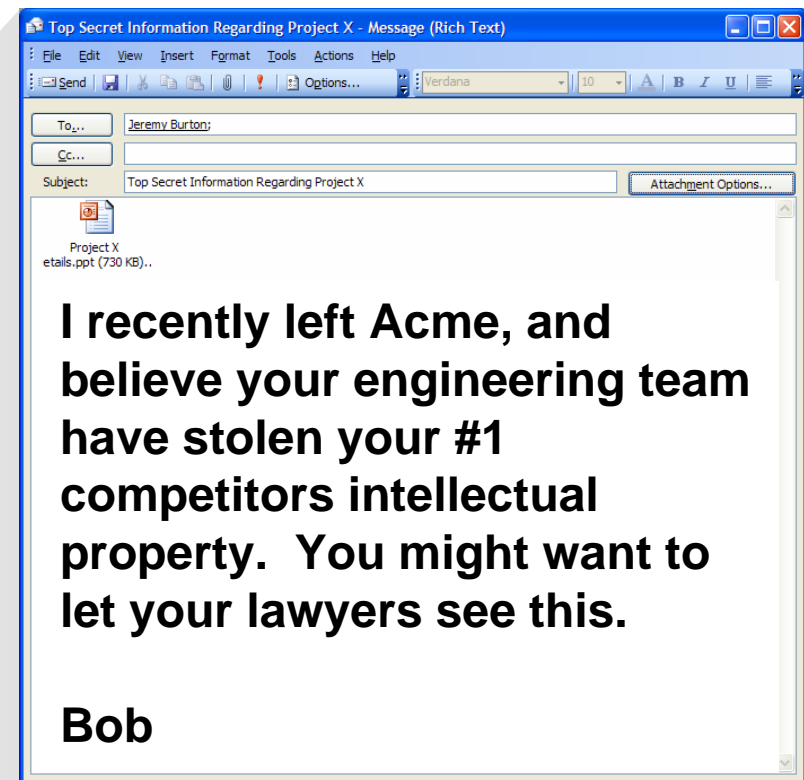
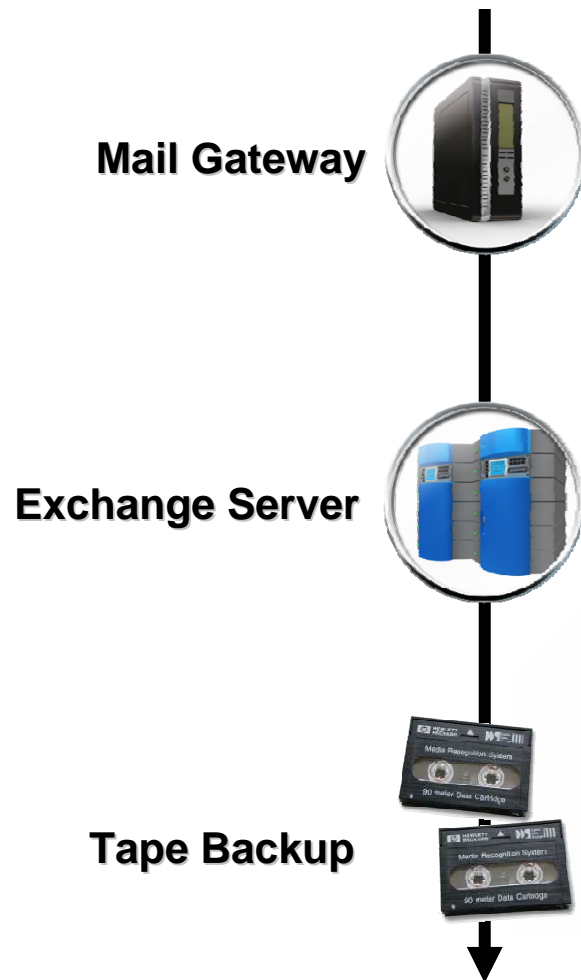
Phishing ?



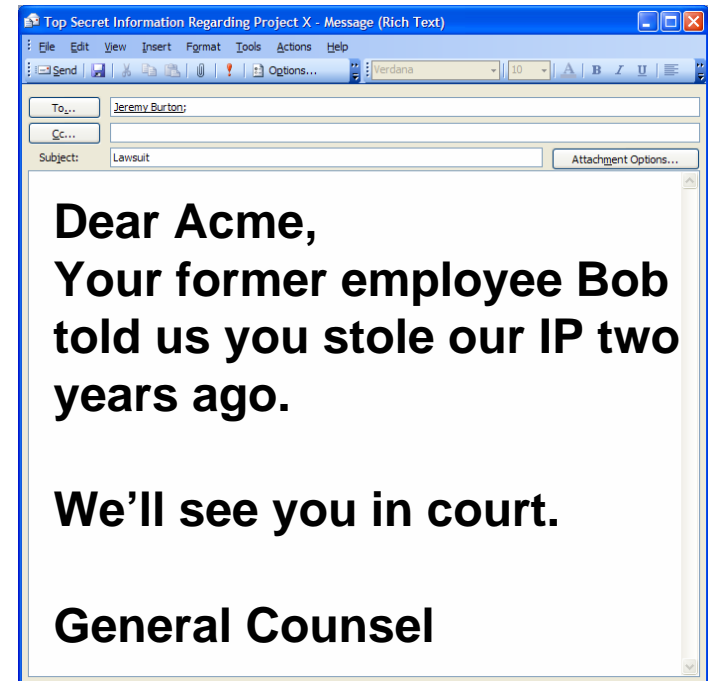
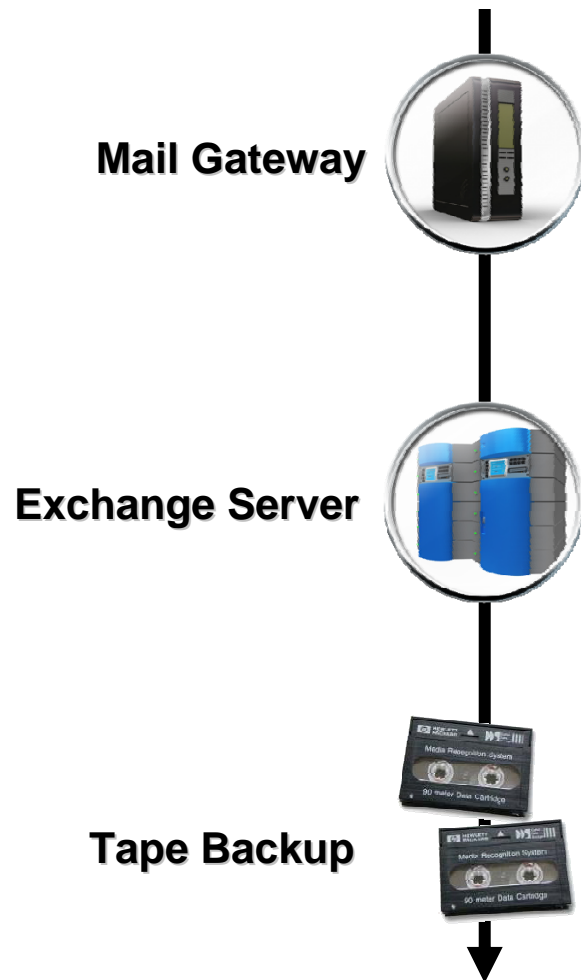
Then The Email Just Sits In Exchange...



And It Might Get Saved... If It Wasn't Deleted



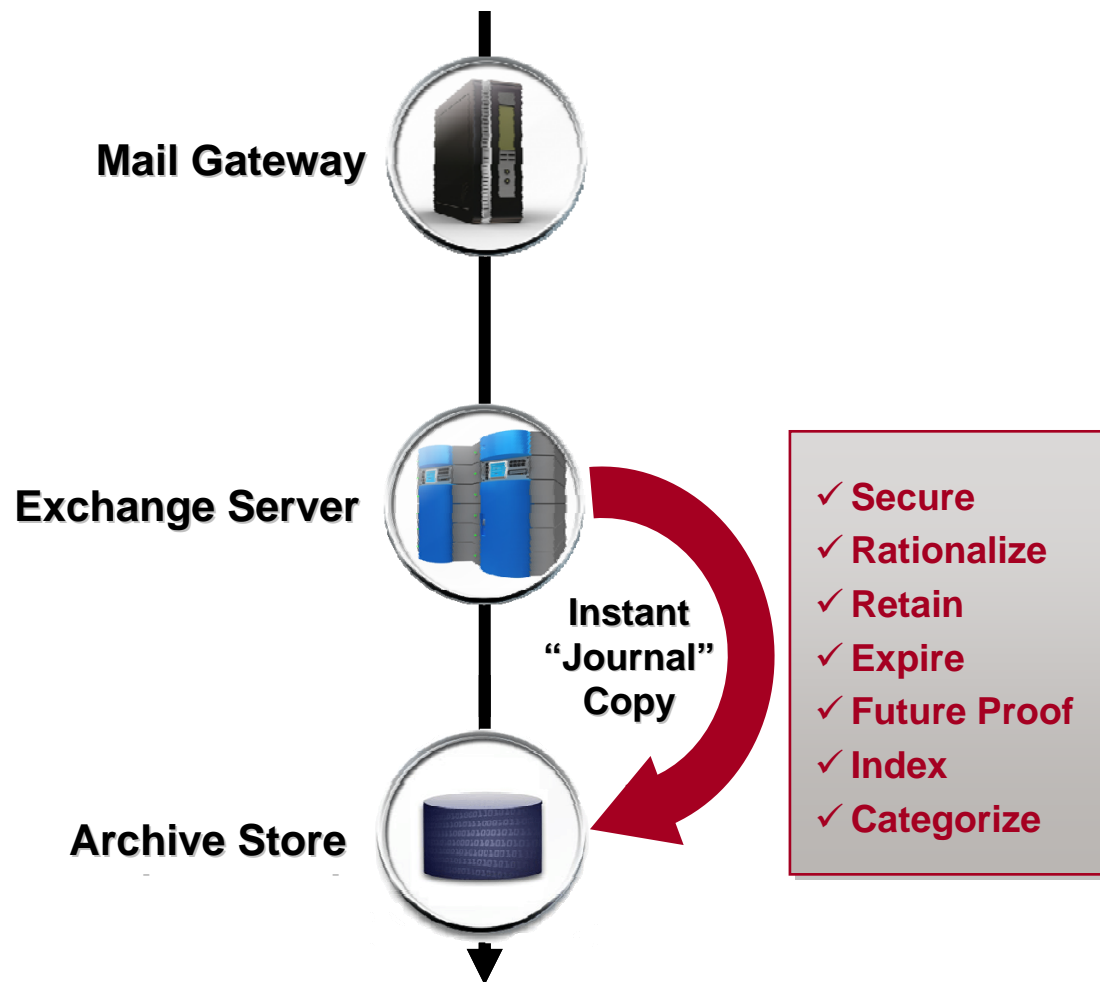
Then The Lawsuit Comes In ...



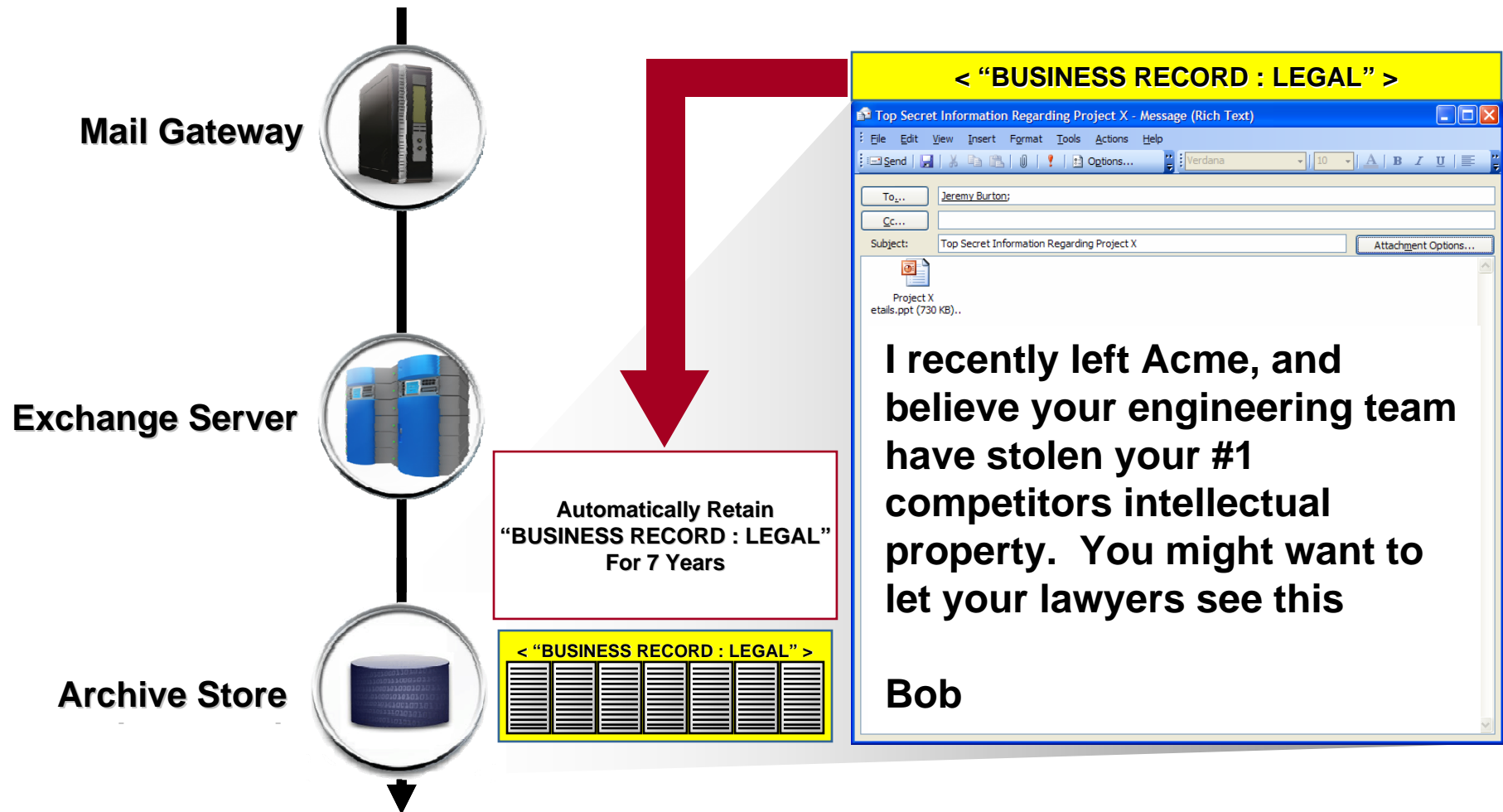
What If We Had Intelligent Mail Security Software ?



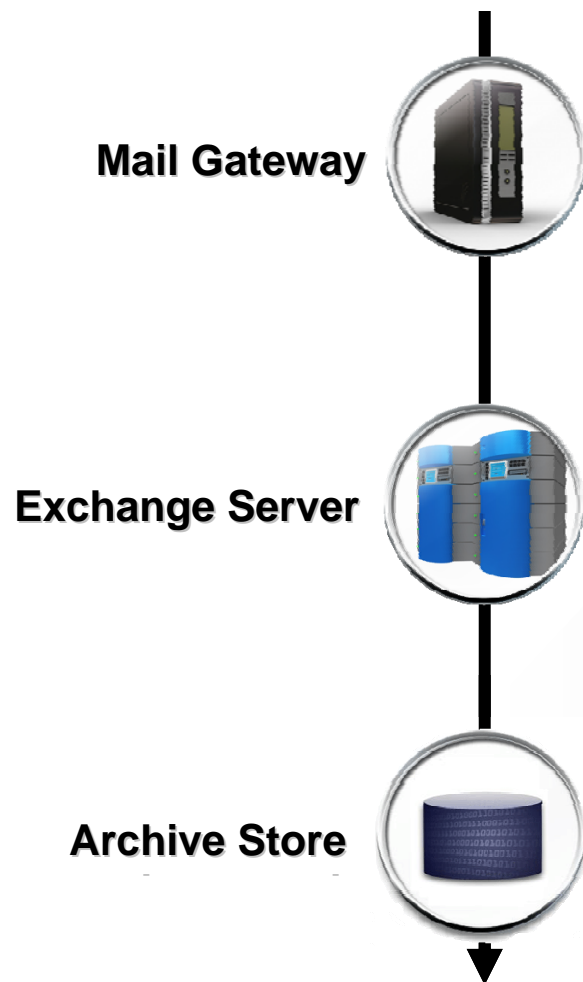
What If We Had An Archive Instead Of Backup ?



What If We Had An Intelligent Archive ?




... And Intelligent Discovery ?




Vault: PublicFolderVaultStore01 (3 found)


< "BUSINESS RECORD : LEGAL" >

☐  **Green Bros. Repos**

Case due before John Doe 20 April 2005
User2 - 22/02/2005 10:29:00 AM - Test public folder 4 - MSG - Public
Author : Bob
Status : Submitted

☐  **K Brown Patent Case**

Patent Case 67891234 Case due before John Doe 14 May 2005
User2 - 22/02/2005 10:30:45 AM - Test public folder 4 - MSG - Public
Author : Bob

☐  **JB Green Fraud**

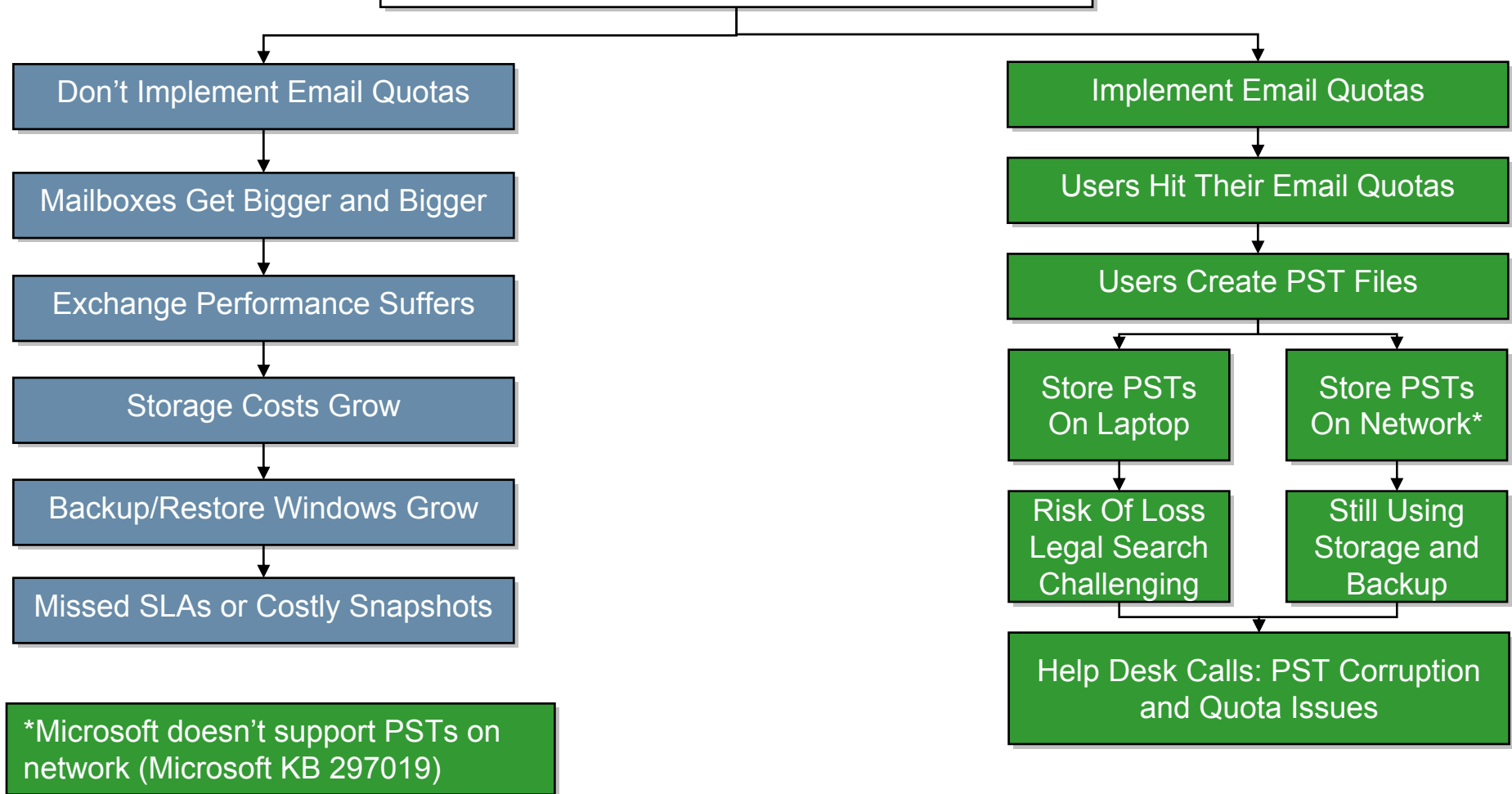
Case 34567 Date Set 14 April 2005-02-22 Presiding Judge John Doe
User2 - 22/02/2005 12:36:45 PM - Test public folder 4 - MSG - Public
Author : Bob
Status : Date Set

Next Stop : Email Mining ... Imagine If You Knew...

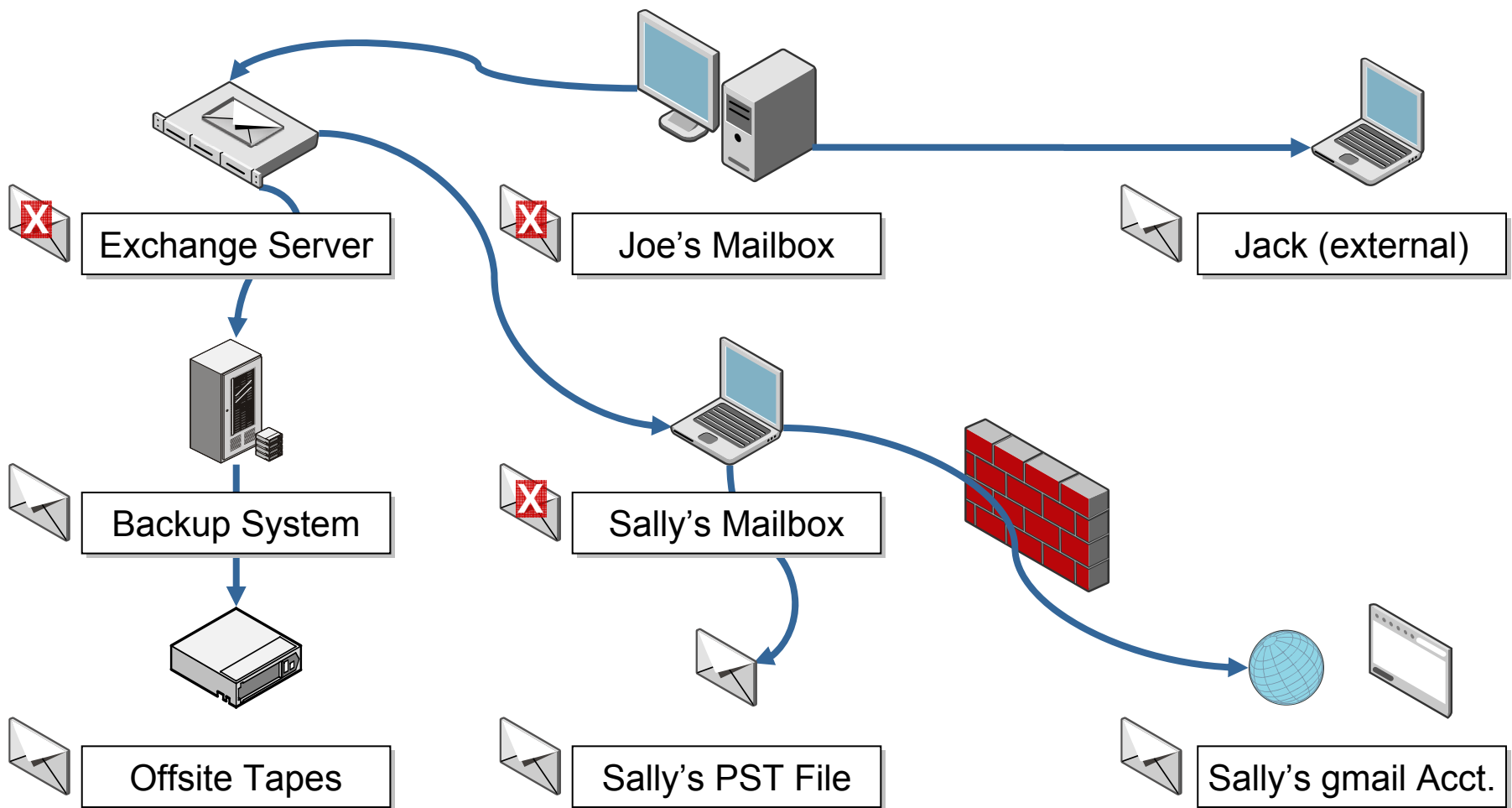
- ▶ **Top 10 Sending Confidential Info Outside their Agency ?**
- ▶ **Top 10 Employees violating HIPAA Regulations ?**
- ▶ **Top 10 Employees Creating A “Hostile Environment” ?**
- ▶ **Which Emails Should Be Marked “Attorney Client Privileged” ?**
- ▶ **Almost ALL Of It Is In Email**

Challenge #1: Scaling is a Dilemma

Rapid Growth of Daily Email Volume

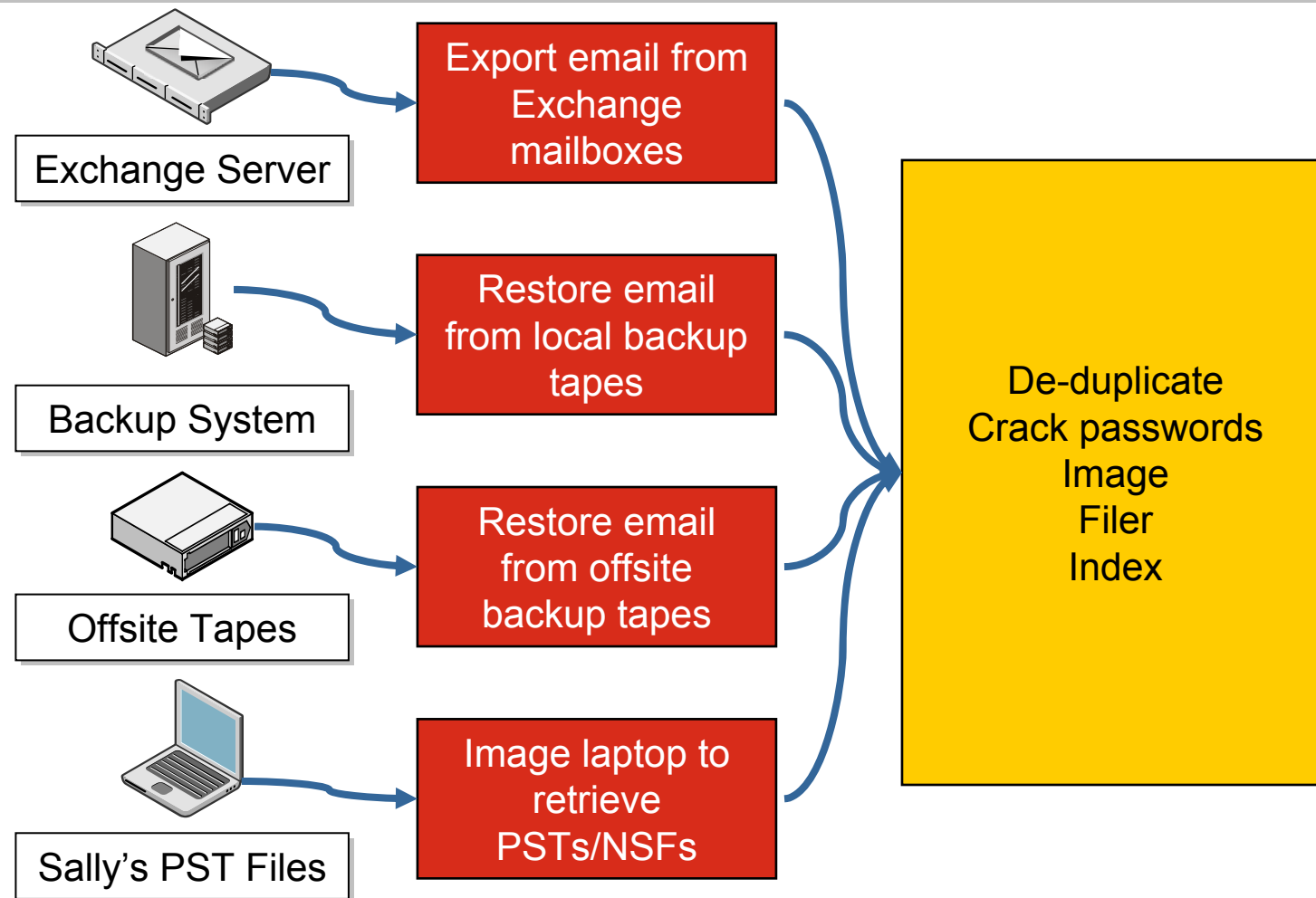


Challenge #2: Retention is Wild West



Challenge #3: Searches are a Fire Drill

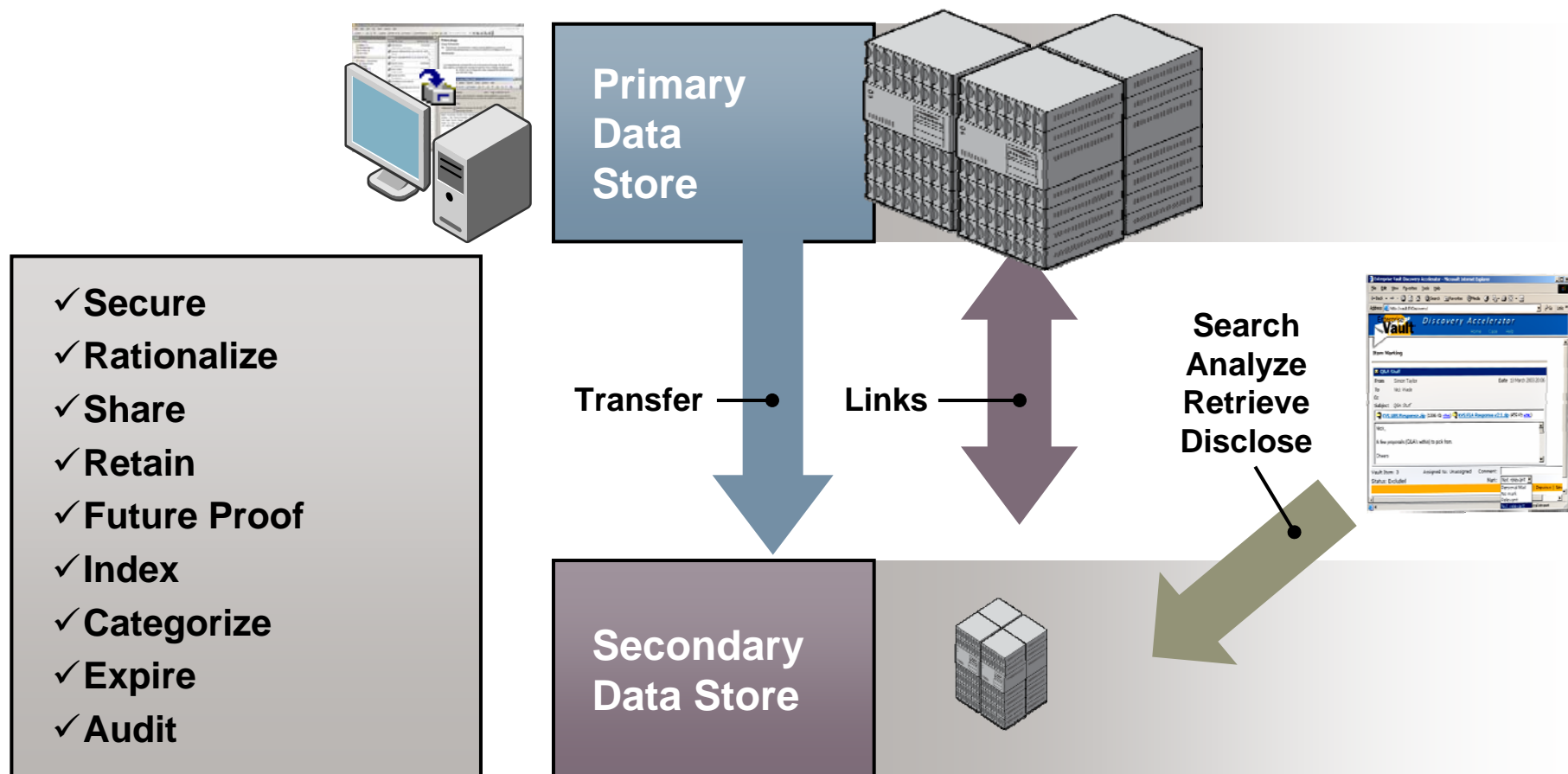
New Federal Rules Of Civil Procedure On 12/1/06 Make This Mandatory



Typical Request Financial Impact

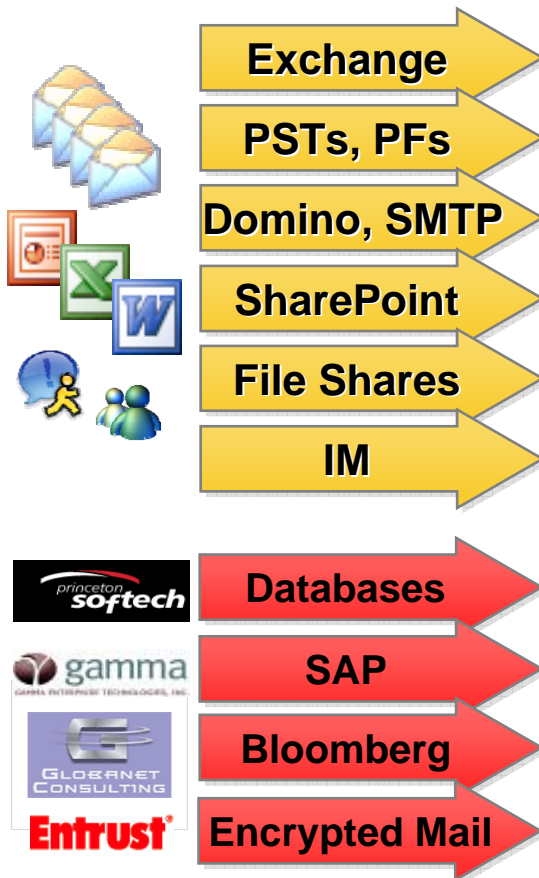
- ▶ **The Demand: 5-15 employees email for up to 1 year**
- ▶ **20,000+ email**
 - Manual collection via Counsel: 20+ hrs = \$10,000+
 - Print party: 200,000+ pages = \$150,000+
 - Review: 20-40 email/hour \$125-250,000
 - Produce relevant 10%: \$5,000
 - Total cost: **\$300,000+**

Enterprise Vault



Intelligent Archiving Platform

Store

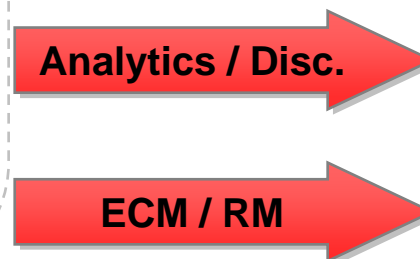
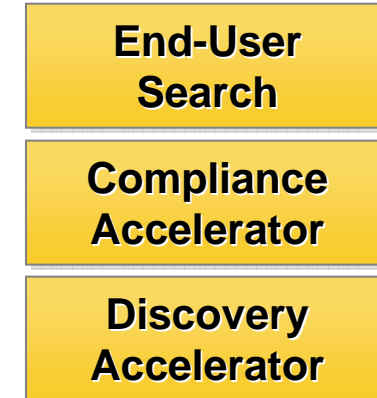


Manage

API's



Discover



Enterprise Vault Unique Business Value



Reduce Costs

- Reduce storage costs
- Lower cost of E-Discovery
- Increase end user productivity
- Improve enterprise recovery
- Remove PST headaches
- Facilitate consolidation & migration



Reduce Risk

- Retain more enterprise content
- Reduce IP loss (especially PST)
- Rapidly find appropriate content
- Adhere to regulations
- Improve application availability



Enterprise Vault Benefits

eDiscovery / Litigation Management

Reduce cost of legal discovery requests, demonstrate compliance with regulations around electronic records retention and supervision


General Counsel/
Compliance Officer

Information Management

Retain and expire electronic records based upon business policy, categorize & tag, index & search, integrate with other information mgmt. systems


Records
Manager

Mailbox Management

Optimize email performance, reduce backup window, reduce platform migration time, eliminate need for email quotas


Email
Admin

Storage Optimization

Consolidate file servers, eliminate PST files, compress & single instance storage, implement tiered storage


Storage
Admin

Symantec**Vision**2006



Cedars-Sinai: Prescribing a Symantec Solution Restores Email Health and Saves Over \$850,000

May 2006, presented by Cedars-Sinai

Joining Together to Offer World-Class Care

Cedars-Sinai Medical Center comprises:

8,876 employees

1,832 physicians

2,000 volunteers

15,000 fundraising support group members

More than 120 specialized and diverse community benefit programs



Life Before Enterprise Vault

► Exchange 5.5 Server Infrastructure

- 12,500 mailboxes
- Clients running PC/MAC Outlook 2000-2003, OWA on Clinical Workstations, POP/IMAP clients, and Handheld devices
- 14 HP ProLiant DL360 and HP ProLiant DL380 Servers
- IBM DS 4300 FAStT 600 SAN subsystem comprised of 2 TB of SCSI storage

► Cedars-Sinai Mailbox Quota Policy

- 90% of users followed mailbox quotas
- 10% of users unlimited quotas
- Discovered that storage was doubling each year!!

Email Growth Projection

| Date | Exchange Server Data | Exchange Server Disks | Archive Server Data | Exchange and Archive | % Increase | # Users |
|-------------------|----------------------|-----------------------|---------------------|----------------------|------------|---------|
| 12/2001 | 346 GB | 560 GB | N/A | 346 GB | N/A | 9507 |
| 12/2002 | 548GB | 648 GB | N/A | 548 GB | 58% | 11,671 |
| 12/2003 | 778 GB | 926 GB | N/A | 778 GB | 42% | 11,919 |
| 12/2004 | 1041 GB | 1230 GB | 400 GB | 1441 GB | 85.5% | 12,357 |
| 12/2005 | 1441 GB | 1600 GB | 1441 GB | 2882 GB | 100% | 12,850 |
| Projected 12/2006 | 2594 GB | 8000 GB | 2594 GB | 5188 GB | 90% | 13,116 |
| Projected 12/2007 | 4930 GB | 12000 GB | 4930 GB | 9860 GB | 90% | 13,458 |

Our Initial Response to Email Growth Challenges

- ▶ **Began buying more Exchange 5.5 servers**
- ▶ **Invested in SAN system for Exchange w/ larger disks**
- ▶ **Engaged in PST Export Project (Top 2% of Users)**
 - PST support costs estimated \$94,000 per year
 - PST archiving increased free disk space by 20%, and only had impact for 6 months
- ▶ **Expanded SAN storage system**
- ▶ **Multiple series of frequent mailbox moves to offset storage growth**

- ▶ **The results: NOT OPTIMUM!!**

We Realized We Had a Problem....

- ▶ Email storage reached **one terabyte with 100% annual growth**
- ▶ Exchange databases exceeded Microsoft's recommended sizes **by over 400%**
- ▶ Exchange databases **grew to 95%** of available disk space
- ▶ PST files not an option

Why Enterprise Vault Was Chosen

► Enterprise Vault hands down winner!!

- Supports widest number of mail clients
- Requires minimum user training (Outlook Plug-in)
- Utilizes Tier I & II storage (SATA)
- Efficient SIS across multiple Exchange servers
- Requires minimum system administration
- Tightly integrated with Microsoft product suite
- OWA 2003 EV fully supported!!
- Entourage support, plus administrative reporting/searching tools

Costs Avoided Because of Enterprise Vault Investment

| Costs | Year one | Year two | Year three |
|--|----------|----------|------------|
| 15 Microsoft Exchange mailbox servers at \$25,000 per server | \$ 375K | \$ 375K | \$ 375K |
| Added staff to support new servers | \$ 375K | \$ 375K | \$ 375K |
| Added server support staff costs from prior years | | \$ 375K | \$ 750K |
| Total PST search/retrieval/repair staff time saved | \$ 94K | \$ 94K | \$ 94K |
| Miscellaneous expenses | \$ 6K | \$ 6K | \$ 6K |
| Total annual cost avoidance | \$850K | \$1.25M | \$1.6M |

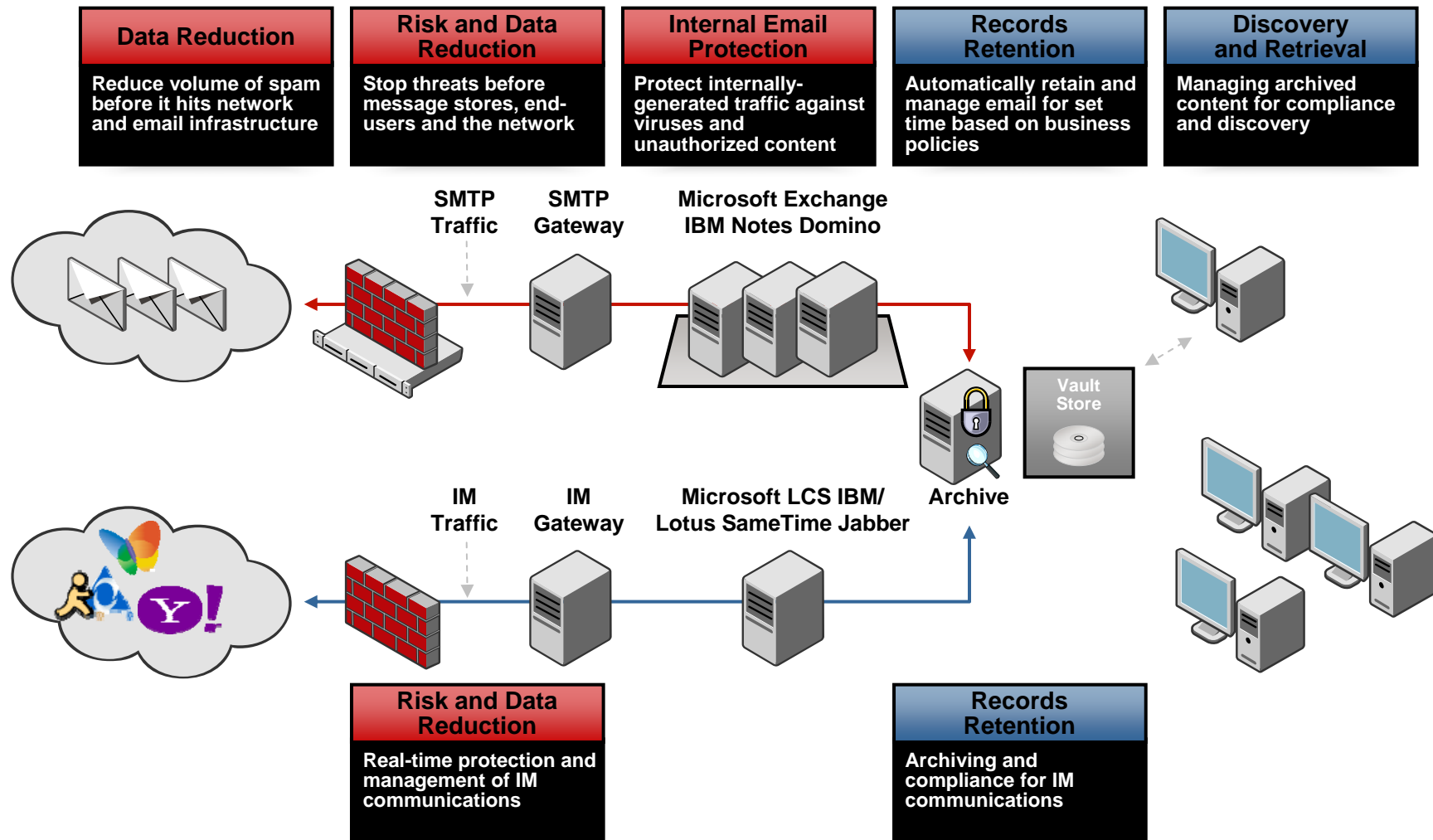
Lessons Learned

- ▶ **The importance of an integrated email solution across the enterprise**
- ▶ **The benefits of email security and availability products that work together**
- ▶ **The advantages of using a trusted industry leader for these solutions**
- ▶ **The large role that an effective email solution can play in containing costs**



“Quality care at Cedars-Sinai depends on email that is secure and available.”

Enterprise Messaging Management Suite



Symantec**Vision**2006



Enterprise Vault -- Demonstration